

AGENDA ITEM: CLSA System Communications and Delivery Program

GENERAL OVERALL PROGRAM UPDATE:

CURRENT STATUS: The CLSA System Communications and Delivery Program continues to support the sharing of resources among the members of California's 15 Cooperative Library Systems. A policy adopted by the Board in August 1985 authorized the charging of System administrative indirect costs against the CLSA System Reference, Communications & Delivery and System Advisory Board Program allocations, whereby up to 25% of each service program baseline may be used for Planning, Coordination & Evaluation (PC&E).

Summary of 2001/02 System Annual Reports

Performance Objectives: Under the policies adopted by the Board, each System is required to adopt two performance objectives for System Communications and Delivery in a format prescribed by the State Board. Additional performance objectives may be adopted by individual Systems to meet their own needs for management information and service improvement. Exhibit A in this agenda item displays performance objectives adopted by each System for the 2001/02 fiscal year and the degree of success in meeting each objective.

Workload: Exhibit B displays summary actual workload statistics for the 2001/02 fiscal year.

Expenditures: Exhibit C displays CLSA and local funds expended in support of System Communications and Delivery (C&D) services in 2001/02. Overall, 54% of the total budgeted for System C&D was expended from CLSA funds, and 46% was expended from local funds.

PROGRAM TRENDS: In general, 2001/02 statistics for the System Communications and Delivery Program are comparable to the previous year. However, electronic mail and other forms of telecommunications usage have increased by 24%, while Internet usage has decreased.

TRANSITION PROCESS: Staff requests guidance from the Library of California Board in preparing a plan for the transition of this program and its funding to the Library of California for Board consideration, including when to stop requesting additional funds for the CLSA budget. It appears that funding for the CLSA System Communications and Delivery Program supports objectives included in the stated

intent of the Telecommunications, Reference (Information and Referrals) and Regional Delivery mandatory program elements of the Library of California. In addition, the Library of California includes delivery costs as part of the compensation for Interlibrary Loan under Access Services. Therefore those program elements would be the most likely target areas for transitioning this particular CLSA program into the multitype network of the Library of California. Interlibrary loan compensation could be reimbursed directly from the state to each library or through the Regional Delivery mandatory program.

RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE: Review of the 2001/02 System Annual Report data may suggest areas for Board policy development.

Relevant Committee: Support Services
Staff Liaison: Sandy Habbestad

Doc.3870_1